# Workforce Services Division Draft Organization Chart 01/26/2009

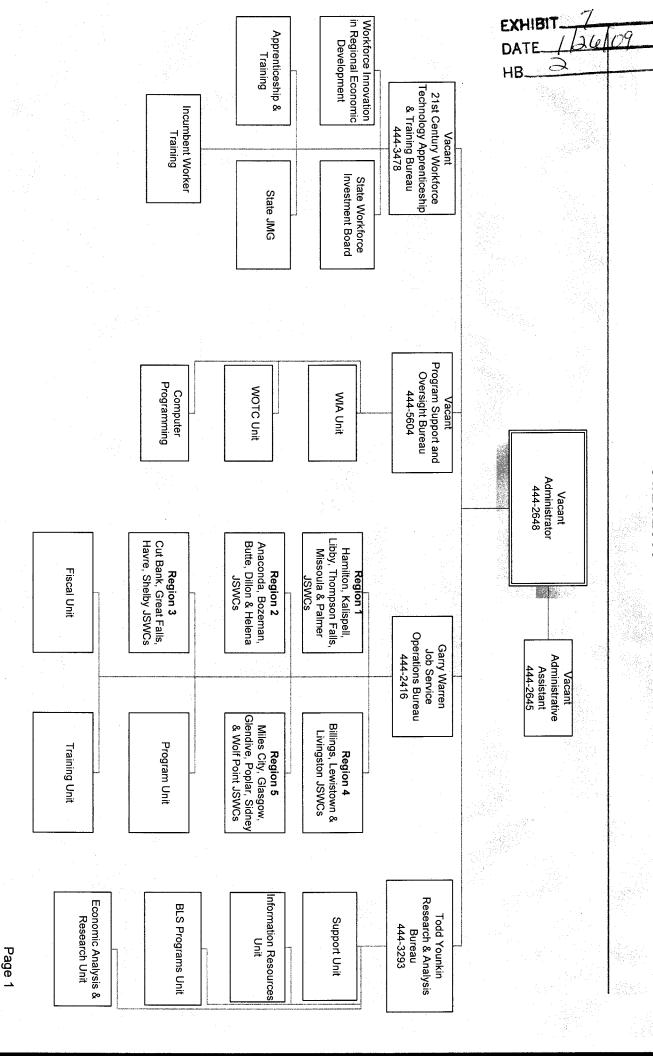




EXHIBIT 7 DATE 1/26/09 HB 2

American Enterprises Inc. P.O. Box 740 Absarokee, Montana 5900

\*Custom Applicators \* \* Chemicals & Fertilizers \* \* Lawn Care \* \* Farm & Ranch \*

January 23, 2009

Joint Appropriation Subcommittee on General Government Missoula, MT

Dear member,

I would like to thank you for supporting this very useful program. It has helped our company to keep everybody from the top down, educated and up to speed on all aspects of our business. Without this financial support we could not afford to send people to seminars and schools. We attribute this program and the furthering education it provided, to the success of our business. I am sure that all who have been involved feel the same way.

Thank you for your support and continued efforts to keep Montana a cut above the rest.

Sincerely,

Ken Bechen AEI

Phone: (406) 328-4600

email: aei@nemont.net Ken Bechen Fax: (406) 328-4889



January 23, 2009

Joint Appropriations Subcommittee on General Government Helena, MT

Dear member,

We would like to thank you for your support for this program. It has been an invaluable tool to access training for everyone in our company. Without the financial support of this program, we would not be able to take part in training seminars available specific to our industry. We attribute this program for creating 2 job openings with our firm in 2008 and 2 more in 2009.

We hope it will be a program that you will continue to support. Small business will definitely need such a tool with the tough economic times ahead.

Sincerely

Larry Mooney

Shotcrete Plus Montana

TO: Joint Appropriations Subcommittee on General Government

VIA email to: linda@bigskyeda.org

I am writing in support of the Incumbent Worker Training Program. I have been able to reach so many small business owners that would have otherwise not been able to afford this essential training to operate their businesses successfully.

I am a certified Bookkeeper and Certified in many Accounting Software programs, ADP, QuickBooks, Peachtree, to name a few. I have been in business on my own for 6 years. Prior to that I was the CFO for a Large Leasing company in Denver, Colorado and before that I was a comptroller for a large Toyota Dealership in Boulder, Colorado for ten years.

I have spent my entire adult life determining how businesses succeed and fail. It has been a pleasure to deal with all of the small businesses that I have trained in Stillwater County. I have received so many thanks from our community.

This program allows our small business owners to experience the True American Dream. It's a great program and I hope for the sake of our local economy that it continues.

If anyone wants to call and talk to me in-depth about this they can call me at 406-321-0513. If I don't answer that just means I am helping yet another small business owner succeed, I will call you back.

Respectfully,

Roberta Pulse



BILLINGS JOB SERVICE

PAGE 09/25



May 21, 2008

Big Sky EDA--BEAR Program Adele House and Kathy Moody 222 North 32<sup>nd</sup> Street, Suite 200 Billings, MT 59101

4066520444

RE: BEAR Training Program

Dear Adele House and Kathy Moody:

I wanted to take a minute and say a great big thank you for the BEAR Program. It is programs like this that allow me as a business owner and employee to further my knowledge and expand my opportunities for growth and development. By your having made these funds available to me, as well as the entire community, you have provided much needed training and business advancement opportunities to many of us who would not have this benefit by other means. Many of the things I learned have already been incorporated into my business and continue to help direct me in decisions and growth.

Your efforts in putting this all together are to be commended. I believe programs like this are crucial for small businesses and encourage you to continue to offer them. You have my full support.

Sincered

Greg Oblander, DC Chiropractic First Billings, MT 59102



Dr. Dale W. Williams Dr. Greg S. Oblander Dr. Douglas Nebeker Dr. Heidi Chapnick

Choose Chiropractic First

3307 Grand Avenue • Suite 101 • Billings, Montana 59102 • 406-652-6700

Big Sky EDA--BEAR Program Attn: Adele House/Kathy Moody 222 North 32<sup>nd</sup> Street, Suite 200 Billings, MT 59101

June 24, 2008

RE: BEAR Training Program

To Adele House and Kathy Moody,

I would just like to express my sincere gratitude for selecting me as a participant in the BEAR program. Thanks to the funding provided by this program, I was able to take part in two separate seminars addressing health and wellness issues of this nation.

In a society where lifestyle choices have lead many to an alarming rate of childhood obesity, heart disease, and cancer, we as practitioners need the kind of information that can be gleaned by some of the leading experts in these fields.

My participation in these seminars, thanks to the BEAR program allowed me to complete both in rapid succession. This program not only allowed me personal and professional growth but I believe will assist the people of Montana avoid some of the pitfalls facing the United States as a whole.

I whole-heartedly support the BEAR program and believe it will assist other small businesses achieve greatness.

Sincerely,

Douglas Nebeker, DC

1320 Division St. Billings, MT 59101 Office (406) 294-7207 FAX (406) 294-7209



DIVISION MORTGAGE GROUP Residential & Commercial Lending Affiliated with Affordable Home Loans, Inc. MT Lic. #4

December 20, 2007

### Dear BEAR Members:

I cannot express my gratitude to have been awarded the opportunity of employee education through your incumbent worker training program. As a small business owner, I am faced with enormous expenses to train and develop my staff. I have been committed to accomplishing this task prior to receiving this grant. The incumbent worker training opportunity has not only helped to reduce my expenditure line it gives my staff further education and confidence to excel at their respective positions. We have recently been awarded a grant to send three of my loan officers to underwriting school through this program. This underwriting school will give our loan officers the ability to look through the eyes of an underwriter for every loan they originate and process, which will greatly reduce our loan delivery time. I am looking forward to sending these same loan officers to quality control school in the second year offered through the incumbent worker training grant.

At this time, I implore your members to reconsider a recent request for training of myself that your board has recently denied. That request was to allow incumbent funds for training at the 2008 Legislative Conference in Washington D.C. I cannot begin to express the importance of attending the Legislative Conference, as well as other NAMB conferences. It is at these conferences that I am able to receive the training that I personally need to stay abreast of the legislative issues that are constantly threatening the livelihood of the mortgage brokerage industry and the tools needed to keep myself and my staff at the forefront. Attending these conferences have allowed me the education needed to become a NAMB certified trainer able to offer continuing education courses to other licensed loan officers, realtors, and members of our community, i.e., first time home buyers. There are only about 150 active NAMB trainers across the United States. This type of training is not offered in our state. I am so committed to being an educator for my industry that I have recently completed an education center in the basement of my office building that can easily accommodate 32 people per class.

The typical conference that I attend is intense and action packed with information that is imperative to the operation of my business. Most conferences are 4-5 days each, with education classes each day starting at 7:00 a.m. and ending around 5:00 p.m., followed by receptions in the evenings. These conferences have given me the education needed to be able to qualify for and pass an examination to achieve the status of Certified Residential Mortgage Specialist (CRMS). I am the only CRMS in a three state region with only one

CRMS in each Idaho and South Dakota, and only five in the heavily populated state of Colorado. In total there are only about 500 CRMS designations across the nation. It is a very distinguished honor and I would not have been able to achieve that status without the education received by attending the conferences. Furthermore, the conferences have given me the opportunity to qualify to sit for an examination for Certified Mortgage Consultant (CMC). The CMC designation adds the layering of commercial expertise to my resume and is the highest designation offered in the United States. Currently there are only about 350 CMC designees. I hope to sit for and pass the CMC exam prior to attending the 2008 Legislative Conference. In addition, my entire staff has passed an examination which qualifies them as Certified General Mortgage Associates (GMA). This NAMB certification was introduced in July 2007 and there are about 50 inductees at this time of which 3 certifications belong to my staff members.

I currently serve as a board of director for the Montana Association of Mortgage Brokers and as the chairman for the education and membership committees. This conference offers national committee meetings that give me the opportunity to voice our state education problems and find solutions from a national perspective how to help educate loan originators on a state level. I have attached the schedule of events for your review.

Again, thank you so very much for already approving the education opportunity for my staff. I look forward to using those funds very wisely to better educate my staff and to offer the best trained group of individuals serving the mortgage needs of our community. Also, thank you for your time to read this letter and reconsider the importance that the Legislative Conference offers to my self improvement as a trainer and employer.

Sincerely,

Tavell L. Peete, CRMS

4066520444

Dear Adele,

I want to suncerely traine you

for your help and support

through the BETTE program that

nelped me attend two fantastic

Conferences this face

I am so grateful for ace you do.

Warmly,

Buty Webber Dinsyn shi





January 22, 2009

Dear Sir or Madam:

Alpine Plumbing, Heating and Cooling is a family owned business covering the span of four generations and over 55 years. Our family supports Billings and the surrounding communities. Our goal is to provide the best customer care, product and service.

We were asked to say a few words about the Incumbent Worker Training grant program and what it has done for our business. To put it briefly, IWT makes our company, the owners and the employees within strive to meet higher standards and broaden our goals.

We initially met with Kathy Moody and Adele House and were happily surprised to see that they were so incredibly supportive in helping us strengthen our business. Their goal was to listen and learn from us, obtain clear directives of what our needs are and provide appropriate resources to address the issues identified. The first priority was training.

Training is key to the success of Alpine since we are providing a professional service to our residential and commercial customers. Our technicians must meet State of Montana's plumbing code requirements in order to stay employed. IWT provided us with financial support to continue the apprenticeship program at a steady pace. We were also able to sign up an additional apprentice and start his training through the IWT grant.

Our employees are the direct link to the customers and we want to ensure the customer is happy with the service provided. Incumbent Worker Training funds have allowed us to broaden our training opportunities. We have completed the following: 1)Selling to Women & Couples, 2)Managing Excellence to Keep Customers for Life, 3)Matchmaking between Contracting Officers & Small Business Representatives, 4)Fast Trac class—Maximizing the growth potential of your business 5)and upcoming boiler training class. Our motivation to attend training sessions and continually improve ourselves is a direct link to our relationship with the BEAR and Job Service representatives.

Alpine has grown beyond all expectations since our association with the Incumbent Worker Training program. We've updated our logo giving ourselves a fresh look. This involved changing letterhead, business cards, uniforms, vans, building signs, etc. The most important lesson I've learned is that change and improvement is not an expense. It's an investment. With the assistance of IWT funding, we have made an investment in our future ultimately improving our business, our economy and our community.

Diane Delle

Sincerely.

Robert & Diane Tehle

ALPINE plumbing, heating, cooling & remodeling
P.O. Box 80090, Billings, MT 59108 / 406.252.7100 tel / 406.252.7161 fax
www.AlpineBillings.com

### FISHTAIL CREEK SERVICES INC PO BOX 155

FISHTAIL, MT 59028-0155

OFFICE (406) 328-4944 FAX (406) 328-7277

E-MAIL BBRUST@NEMONTEL.NET

Dear Ms. Kramer,

I am writing you to let you know just how much the Bear program helped me with the learning curve I was faced with when I had to switch my accounting software. I am an owner of a small company and I needed to learn a whole new system quickly to maintain my clients. This program afforded me this opportunity.

The knowledge that I obtained in the process has enable me to process my clients bookkeeping needs in a much more efficient manner. This leaves me more time to work on expanding my client base.

I hope that the State of Montana keeps this program intact for all small business owners. It's making our state a much more attractive place to do business.

Sincerely,

**Bob Brust** 

BILLINGS JOB SERVICE 406-254-6042 PAGE 06/25 p.4

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P.03

406 652 1886

2-12-08

Dear Sirs:

My name is Jenna Jones and you are providing financial assistance with my college education. Your generosity has helped immensely by allowing me to afford to live independently while continuing the pursuit of my education in veterinary technology thorough online study.

Currently the college I am going through does not provide financial aid for the early levels of the veterinary courses. They suggest requesting financial assistance from the veterinary hospital where you work. So I was grateful when my boss mentioned your program to me.

Your generosity will also benefit my employer as I will then be able to apply my learning to my work at the veterinary hospital and eventually get my license as a veterinary technician.

Lastly, with assistance of my parents I am paying for my school without any loans, which I know will be a great benefit to me in the luture. Thank you for financial assistance.

Sincerely.

Jenna Jones

BIG SKY EDA-EDC

406-254-6042

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406 652 1886

RILLINGS JOB SEKAICE

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2/27/2008

To Amyee and the BEAR program,

We would like to thank you for your assistance with our employee's technical training, this has not only benefited her personally (allowing her to become independent from her parents) but has helped us gain an educated, very valued staff member. The doctors rely on their techs to perform specialized tasks to help alleviate time constraints which also benefit our clients as well. Having a highly trained technician is a difficult position to fill. To be able to provide a young Billings resident financial assistance for her education helps the community retain a productive citizen.

Thank You, Dr. Gary & Rubyn Root Department of Labor & Industry
WarmStone Fireplaces & Design

Ron Pihl is the owner and operator of an attractive Livingston business called WarmStone Fireplaces & Designs. One day recently he contacted me about an idea that he had. His business had qualified for the Department of Labor & Industry Incumbent Worker Training Grant (IWTG) funds that were approved by the Livingston Business Expansion and Retention Team (BEAR) four months earlier. With the help of the funds, Ron was able to provide training for three of his employees and himself in Finland and the trip was such a success that he wanted to tell people how grateful he was to the IWTG programs.

WarmStone designs and installs 'Tulikivi' soapstone fireplaces throughout the Rocky Mountain Region and has been building them in Montana since 1991. Soapstone is renowned for its extreme density and efficient thermal qualities. It is also soft enough to shape without wearing out machinery. Steadily, the business has been expanding and Ron and his crews travel throughout a six state area to install fireplaces or train people who want to start their own Tulikivi line. Tulikivi is the parent company located in Finland that, according to Ron, produces the best soapstone in the world.

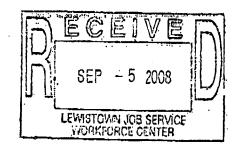
With the support of the grant, Ron was able to train and retrain employees. The small crew spent one week in Juuka, Finland. Two of Ron's men, who have been with the company for over a year, worked in the Tulikivi custom shop with their Finnish Counterparts in an intensive one week on the job training session on current and new techniques. According to Ron, the custom shop fabricates one-of-a-kind fireplaces that are built for clients all over the world. Since 70% of WarmStone's sales are custom designed projects this was invaluable experience for the two men to seethe the "how's and whys" of Tulikivi's pre-built fireplaces before being sent to the U.S. company.

During the week, these two men also worked in the laboratory learning how to assemble the new WHIRLBOX fireplace from Tulikivi. They were able to observe and learn the procedures for safety and emissions testing giving them a better understanding of how changes in the product line evolve in order to keep up with regulators in North America. Ron also worked in the laboratory helping to build the models that would be used in testing for particulate matter essential to the product line then observing the actual testing and evaluation.

The trainings provided two laborers with the skills to become the Company's main Installers in the six state areas that they cover so the two Lead Men in the field now can move in to business operations alongside Ron and help with marketing and expanding their client base. As a result of the training, his employees have an invested interest in the company, Ron will increase his workforce by hiring additional laborers to fill the positions vacated by the promotions plus additional spots that the increased business will require, and he has hired another Cad Operator to keep up with the demand of his growing business.

# I Jobson Insurance

# Memo



To: Janis Duffy, Business Resource Consultant

From: Dale Longfellow, VP Cherokee Capital Inc.

Date: September 4, 2008

Re: Completed Surveys

Please find enclosed the completed Survey forms that you requested be completed by Hobson Insurance and also the individual employees participating in the Incumbent Worker Training grant.

Due to the level of expertise required in the insurance industry and the high cost of obtaining the professional training, the grant is a vital to our small business. Our agency has developed a niche marketing strategy for servicing the insurance needs of retail buying groups located across the United States. We compete with local insurance agents in other states as well as large brokerage firms to bring business into our rural Montana office. In order to do so, it is imperative to have a qualified staff fully trained to handle the sophisticated needs and complex issues that today's business owners face. Also, due to the increasing demand from our national clients, we have recently made the commitment to offer personal insurance to the buying group members. We now have ten (ten) national groups that we handle from a community of 265 people in Central Montana.

With the support of this wonderful grant program, we are able to get our employees the necessary training at a much faster pace than our normal training budget would allow. We are fortunate to have a staff eager to pursue additional training and excited to earn professional designations.

We highly support the continuance of the Incumbent Worker Training Grant program.

Dale Longiellow, Agency Owner

**Enclosures** 

Sincere

• Page 1 Phone (406) 423-5428 · 1-800-296-7985 · Fax (406) 423-5532 104 Central Avenue · P.O. Box 251 · Hobson, MT 59452 · www.businessquote.com

farmers union little 1712

## Incumbent Worker Training Survey

1. How do you feel your employee(s) and/or owner (Ralph Lowis and Elisha Lewis) implemented the training within their daily duties?

Enjoyed implimenting the 'exprerence' of shopping at our store. Making the pountments feel good and want to come back!

2. Has this training (Marketing/Branding) impacted the employee(s) and/or owner's wages (ie. raises and/or promotions)? The overall profitability of your company? If so, how?

Makes it hard to cash flow but waises are in the future

3. Overall do you feel the Incumbent Worker Training funds spent have benefited your business? If so, how?

As a manager I had no formal training, this training allowed me to put a focus on the team and the fudure. I would have never attended the class without the funds provided.

4. Is there any future training that you may wish to receive that these Incumbent Worker Training funds could be used? You currently have used \$100.00 per employee of the \$2,000.00 available per full-time employee.

Store displays, where to put things, how to price products store layout and design.

5. Additional comments:

Very good program

# WATER BOY, INC.

204 Shane Creek Road Columbus, Montana 59019 (406) 322-1172 or (406) 321-2492

Stillwater County Economic Development Coordinator P.O. Box 881 809 E 4th Ave N. Suite C Columbus, Mt 59019

To Whom This May Concern:

48PP2<6444

Water Boy, Inc. greatly appreciated the funding received for the MSHA refreshertraining course that is required annually to do work on any mine site.

As the owner of Water Boy, Inc., I feel that the Incumbent Worker Training funding program (IWT) is as close to an asset, with out being one, that a small business could have! I say that in regard to the rising costs of everything (fuel, oil, tires, insurances, wages), and then to add all the expensive training required to keep your business above board and be competitive is a lot for a small business in Montana to manage.

Water Boy, Inc. applied for funding for the Wild land Fire Fighting courses that are also required to maintain our contracts with the Forest Service and the Bureau of Land Management, and was denied. This is a big part of our company income! As a small business in Montana, such as Water Boy, Inc. we have to be diversified! This makes us marketable to the government and to the private sector. These training requirements exist, they are expensive, some are days long and they are not classes given locally, increasing the costs even more for the small business! It would be greatly appreciated if the committee awarding these funds were given some latitude. Everything my company does changes with the seasons.

Training our work force makes us more marketable, makes them a better person and makes us a more qualified business to do the job!

This small business would appreciate the continued funding for this program!

Respectfully

Bradley E. Robinette Owner